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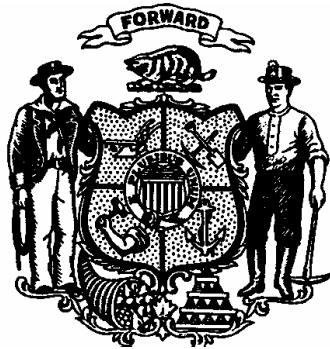
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## How to File a Complaint with DRL (cont.)

If you believe that a professional has violated state law or professional standards, contact the Department of Regulation and Licensing.

A complaint form is located on the DRL website at [www.drl.state.wi.us](http://www.drl.state.wi.us) or may be obtained by calling or writing the Department.

**DRL – Division of Enforcement**  
**P.O. Box 8935**  
**Madison, WI 53708-8935**  
**Phone: (608) 266-7482**  
**Fax: (608) 266-2264**  
**Email: [web@drl.state.wi.us](mailto:web@drl.state.wi.us)**



Wisconsin Department  
of  
Regulation and Licensing

PO Box 8935  
1400 East Washington Avenue  
Madison, WI 53708-8935  
Phone: 608.266.2112  
Fax: 608.267.0644  
TTY: 608.267.2416  
[web@drl.state.wi.us](mailto:web@drl.state.wi.us)

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## Resolving a Complaint Against a Licensed Practitioner

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**Wisconsin  
Department of  
Regulation and  
Licensing**



<http://drl.wi.us>

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## **The Wisconsin Department of Regulation and Licensing (DRL) and**

affiliated boards license and regulate a number of health and business professions in the State of Wisconsin. For a complete list of these professions refer to the Department's website at [www.drl.state.wi.us](http://www.drl.state.wi.us).

If you are unhappy with the services you receive from a professional licensed by DRL, there are a number of alternative remedies you may want to pursue, including filing a complaint with DRL.

## **Discuss the Complaint with the Practitioner or His or Her Supervisor**

Licensed professionals are business people and are generally sensitive to complaints about their services.

It is natural to feel some reluctance to approach the professional or his or her supervisor about your dissatisfaction, but many problems are resolved in this manner and it might be your most convenient course of action.

## **Contact a Professional Association for Assistance**

Many professionals belong to state or local professional associations or societies. Although these organizations do not have the authority to take disciplinary action against their members, many of them offer assistance in resolving complaints. Information about professional organizations can be found on the internet or in your telephone directory. The DRL website, <http://drl.wi.gov>, also provides information about some professional associations.

## **File an Action in Small Claims Court**

If you have a financial complaint, this may be your most appropriate action. For more information about Small Claims Court, contact the Clerk of Courts in your county.

## **Take Legal Action**

DRL cannot pursue monetary compensation or help you resolve a billing dispute. Seek the advice of a private attorney if you have been injured by a practitioner and wish to pursue legal action.

## **File a complaint with DRL**

DRL investigates complaints against licensees, including pursuing disciplinary action if there is probable cause to believe a practitioner may have engaged in professional misconduct.  
(cont.)